



Response Standards 2019

Senate House Bill 1756



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“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

Viktor E. Frankl



Executive Summary

Pursuant to SHB 1756, 2005, this report meets the intent in reporting specific response standards for certain major services provided by the fire department. These areas include the following; Fire suppression for structures and urban interface, Emergency medical services, Special operations, Aircraft rescue and firefighting, Marine rescue and firefighting, and Wildland firefighting. Evaluating these areas allows the fire department to provide better service to the residents of Pullman by identifying any deficiencies, and improving them in a timely manner.

Section 203 of SHB 1756 defines four (4) areas in which the timeframe needs to meet at ninety (90) percent or higher. These areas are turnout time, first arriving engine at a fire suppression incident, first arriving unit with a minimum of first responder capabilities to an EMS incident, and first arriving unit with advanced life support capabilities to EMS incidents where this level of care is required. *Turnout Time* is defined as the interval that begins when the fire department is notified by either audible alarm, visual annunciation, or both to the time when travel begins; *Response Time* is defined as the time interval from when travel begins to the time the first unit arrives on-scene.

According to National Fire Protection Association 1710 - *Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments*, 2020 Edition, turnout times should be eighty (80) seconds or less for fire suppression incidents and sixty (60) seconds or less for EMS incidents. Response, or travel, times should be two-hundred forty (240) seconds or less for fire suppression incidents, two-hundred forty (240) seconds or less for Basic Life Support incidents, and four-hundred eighty (480) seconds or less for Advanced Life Support so long as a Basic Life Support unit arrived on-scene in two-hundred forty (240) seconds or less. Both the turnout time and response time standards need to be met ninety (90) percent of the time.

As adopted in SHB 1756, Section 203, subsection 4, these turnout and response standards shall be met ninety (90) percent of the time by response personnel. These standards shall be evaluated annually and define the geographic areas where the standards are deficient. As a result of these deficiencies, the predictable consequences shall be explained as well as the steps being taken to mitigate these issues in future responses.

Emergency Responses

The Pullman Fire Department provides fire and emergency medical services to City of Pullman encompassing the Washington State University campus, 12 square miles, as well as 450 square miles of unincorporated area surrounding the City. The fire department only provides advanced life support to the unincorporated area unless called upon for fire services.

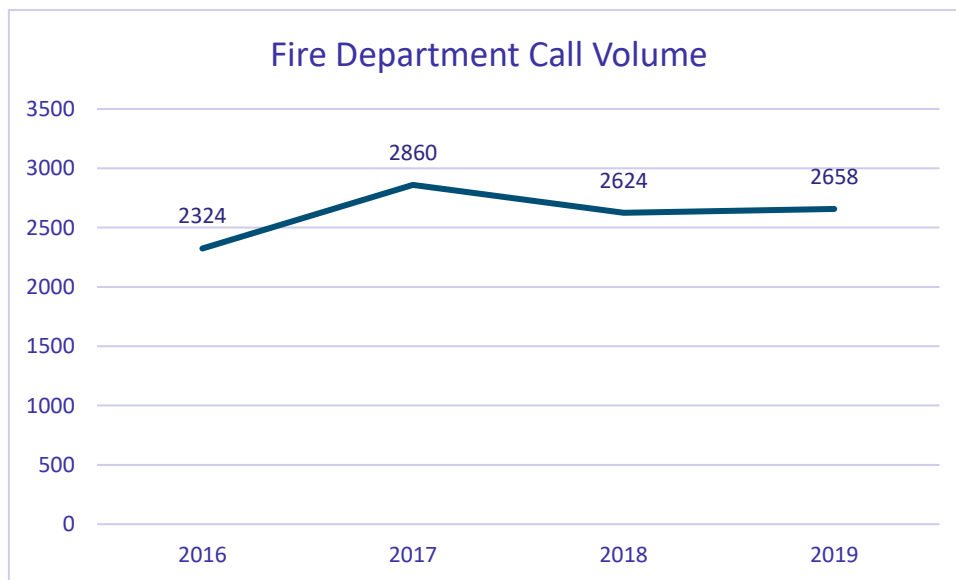
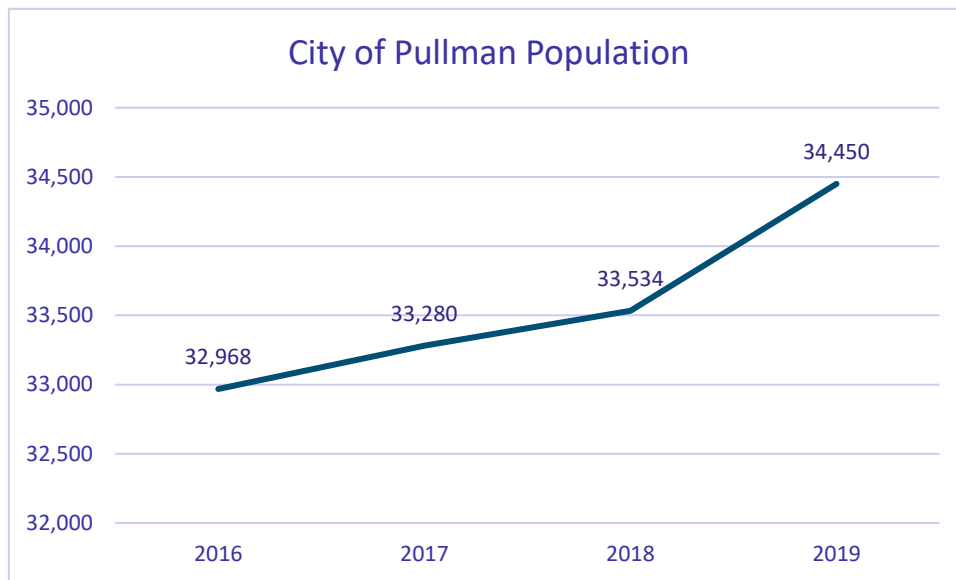
Total Responses by Category

Activities	2016	2017	2018	2019
Fire Suppression Services				
Structure Fires	53	51	66	38
Vehicle Fires	5	6	4	7
Emergency Medical Services				
Basic Life Support	1125	1121	999	1066
Advanced Life Support	427	939	818	804
Special Operations				
Hazardous Materials	58	57	57	44
Technical Rescue	9	6	11	18
Airport Firefighting Services	0	0	0	0
Marine Firefighting and Rescue	0	0	0	0
Wildland Firefighting	21	14	30	11
**Miscellaneous Responses	626	666	639	670
<i>Total Calls</i>	<i>2324</i>	<i>2860</i>	<i>2624</i>	<i>2658</i>

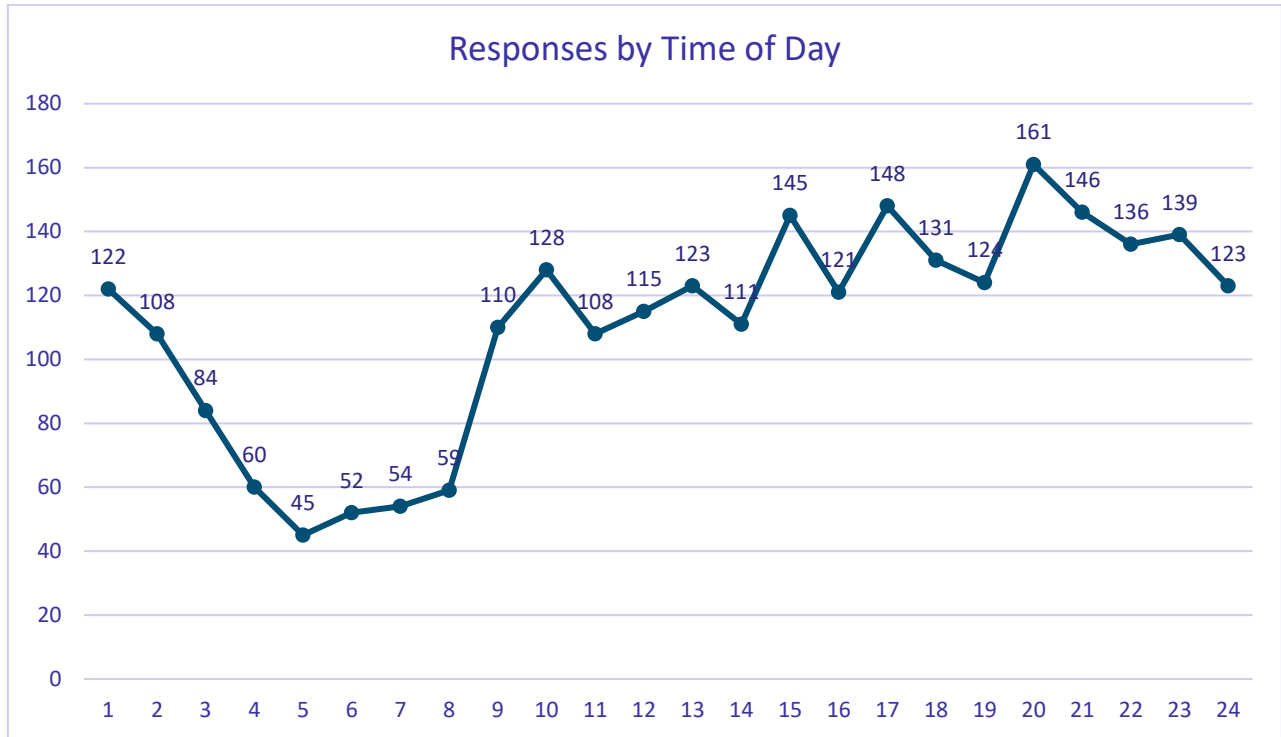
**In order to give a complete picture of the fire departments total responses, all calls not specifically categorized within SHB 1756 were placed into the "Miscellaneous Responses" category. These responses include service calls, good intent calls, false alarms and false calls, severe weather, natural disaster, and special incidents.

Call Volume Trend

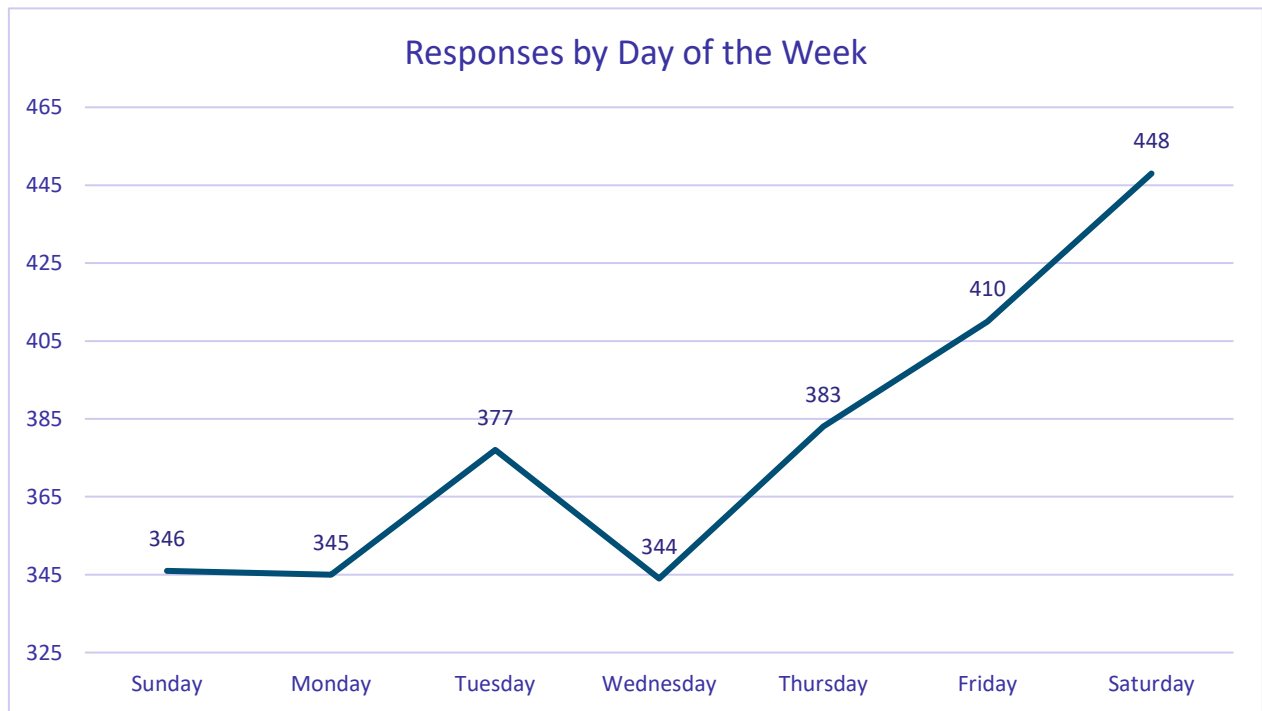
For the timeframe this report covers, 2016 through 2019, Pullman has experienced a steady increase in population. According to FEMA, there is a correlation in emergency response demand and population growth. As the city continues to grow, so will the demand for emergency services.



The fire department experienced a spike in emergency responses in 2017; however, in 2018 and 2019, call volume returned to normal and has trended up as the City's population has increased. This trend is likely to continue as the population increases. Structure fire responses decreased by sixty-two (62) percent (how structure fires are reported in RMS changed in 2019), EMS incidents increased by three (3) percent, and overall call volume increased by one (1) percent.



Call volume stays steady from 0900 through 0200.



Sunday, Monday, and Wednesday are consistent, with a sharp upward trend during the other days of the week culminating with Saturday being our busiest day of the week.

Department Staffing

In 2019, the Pullman City Council authorized the fire department to hire two Firefighters. For the reporting period of this report, Pullman Fire Department employed thirty-two (32) career firefighters, and eighteen (18) reserve firefighters. Department staffing and areas of responsibility are broken down as follows:

Employees	Number of employees	Responsibilities
FIRE CHIEF	1	Department oversight, immediate supervisor to the Assistant Chief, Deputy Chief, Fire Marshal, and Admin Assistants
ASSISTANT FIRE CHIEF	1	Department operations (scheduling, policy development, and equipment readiness), immediate supervisor to the four (4) Captains
DEPUTY CHIEF	1	Department training both EMS and Fire, health and safety officer, reserve firefighter program, WSRB, CFAI accreditation, website, and grants
ADMIN ASSISTANTS	2	All administrative functions including ambulance billing and website
FIRE MARSHAL	1	Plan review, occupancy inspections, fire code enforcement, site inspections, and immediate supervisor for the Deputy Fire Marshal
DEPUTY FIRE MARSHAL	1	Plan review, occupancy inspections, fire code enforcement, and public education
CAREER FIREFIGHTERS	32	Emergency response, occupancy inspections, public education
RESERVE FIREFIGHTERS	18	Emergency response, public education, hydrant maintenance
TOTAL NUMBER OF EMPLOYEES	57	

* The three (3) Chief Officers are also on a one (1) week on, two (2) weeks off rotation to fill the role of Duty Chief.

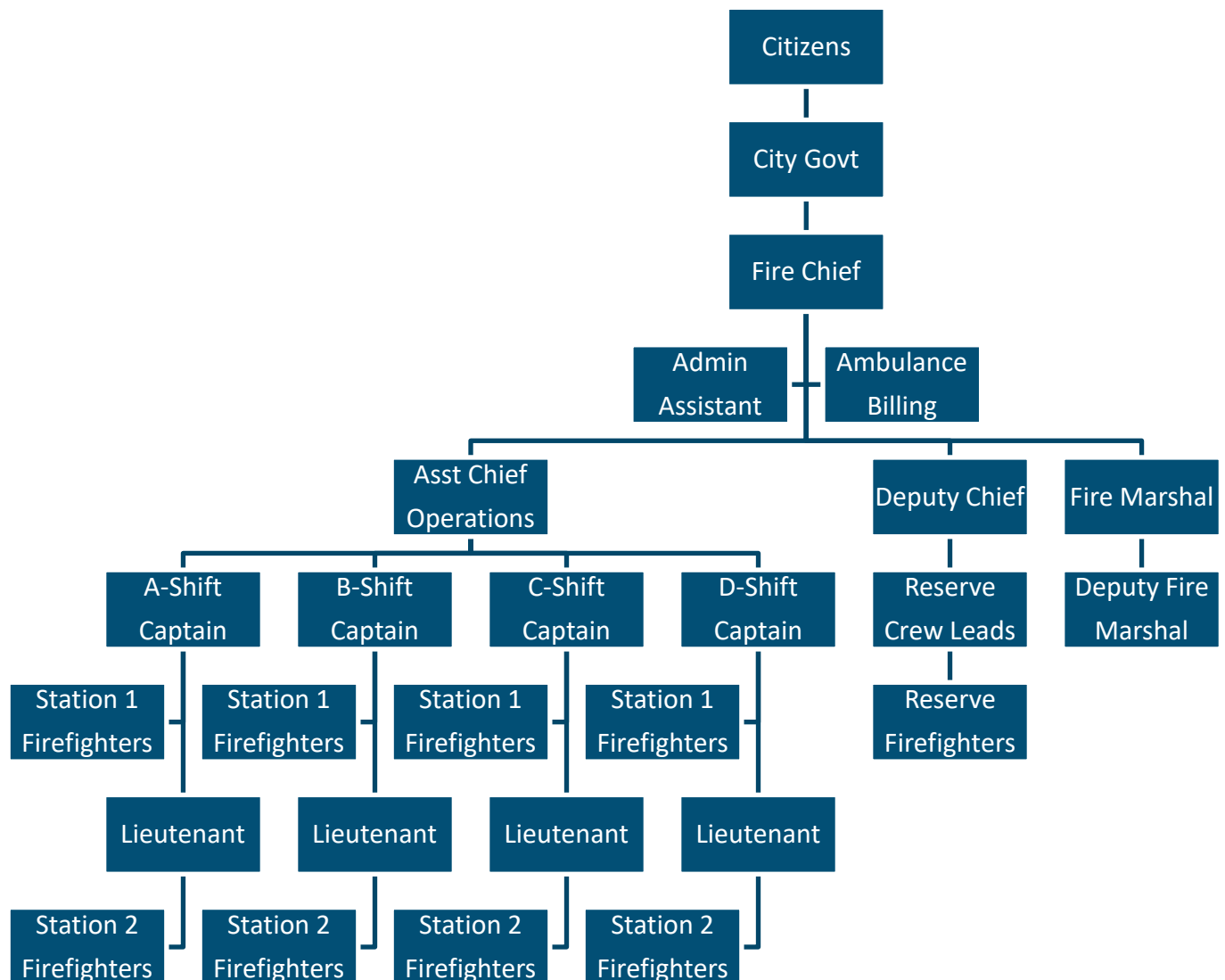
The functions performed by the Pullman Fire department include, but not limited to, the following:

- Emergency and non-emergency responses to fire related calls.
- Emergency and non-emergency responses related to medical calls, including transports.
- Mutual aid emergency responses when requested by our neighboring jurisdictions.
- Public education presentations, classes and drills to the area schools, activities, events, facilities, and the public.
- Medical coverage for area events such as Lentil Festival, 4th of July, and WSU sporting events.
- New construction plan review, occupancy inspections, and site inspections for new construction.
- Coordination with local Emergency Management personnel from Whitman County.
- Hazardous Materials and Technical Rescue response at the “Technician” level to the City of Pullman and surrounding areas when called upon.
- Investigation of all major fires within the City of Pullman.

The Pullman Fire Department operates under a chain-of-command under the authority of the Mayor, and seven (7) City Council Members, who are elected to represent the public they serve. The following represents the chain-of-command, or organizational chart.

City of Pullman Fire Department

Organizational Chart



Response Standards

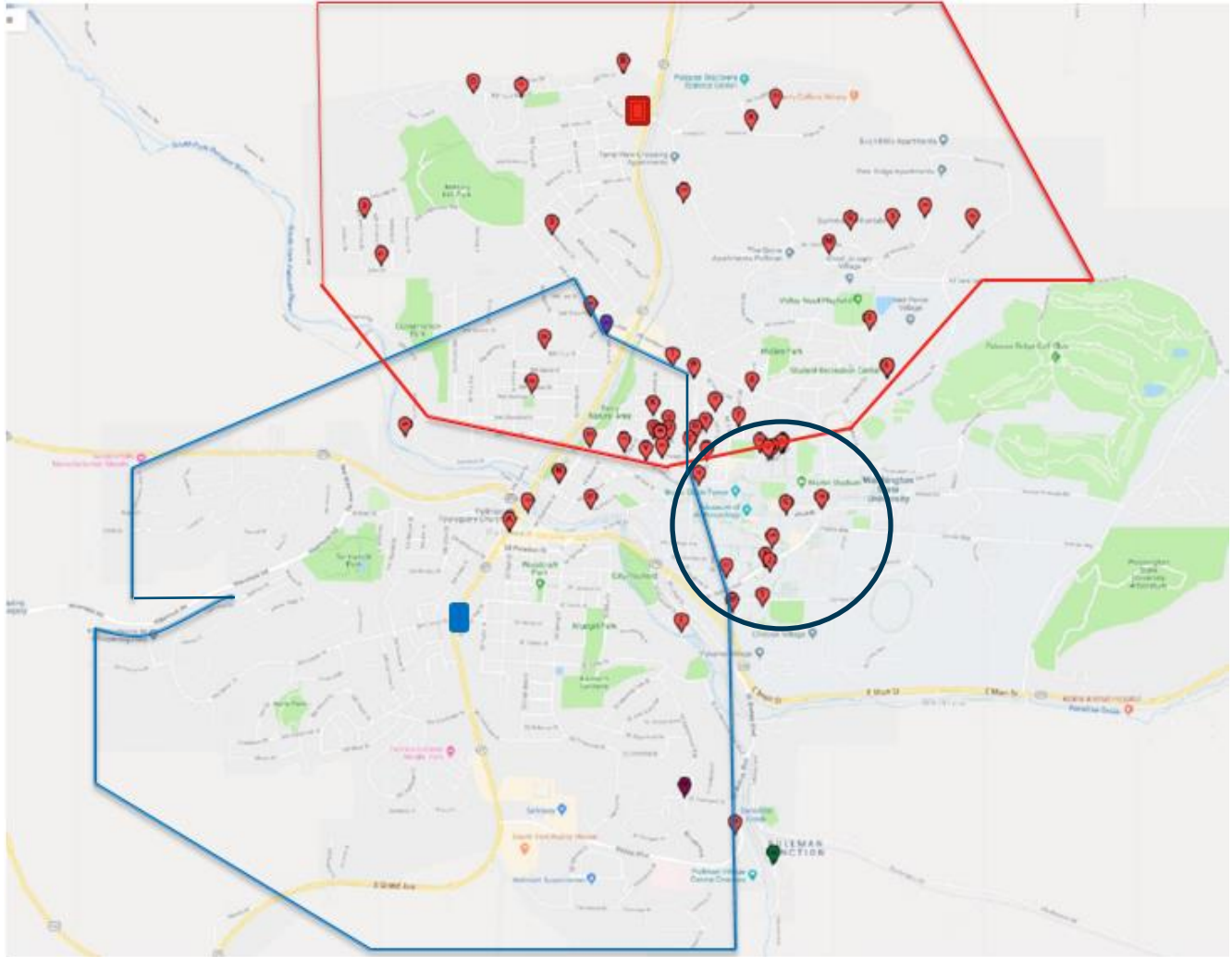
Turnout Time: The interval that begins when the fire department is notified by either audible alarm, visual annunciation, or both to the time when travel begins. Turnout times should be eighty (80) seconds or less for fire suppression incidents and sixty (60) seconds or less for EMS incidents.

Response Time: The time interval from when travel begins to the time the first unit arrives on-scene. Response times should be two-hundred forty (240) seconds or less for fire suppression incidents, two-hundred forty (240) seconds or less for Basic Life Support incidents, and four-hundred eighty (480) seconds or less for Advanced Life Support so long as a Basic Life Support unit arrived on-scene in two-hundred forty (240) seconds or less.

***Turnout times are based on ALL incidents**

****Response times are based on priority responses only**

Fire Incidents	Average Times	Percentage Met
Turnout Time	1:52	33%
Response Times:		
Structural Firefighting	5:40	25%
Aircraft Firefighting	Not Applicable	Not Applicable
Marine Firefighting	Not Applicable	Not Applicable
Wildland Firefighting	5:00	40%
EMS Incidents	Average Times	Percentage Met
Turnout Time	1:40	49%
Response Times:		
BLS Response Time	5:02	39%
ALS Response Time	5:02	39%
Special Operations	Average Times	Percentage Met
Technical Rescue	5:40	25%
Average Response Time	5:23	35%



This map shows the 5-minute response areas of each station, as well as the priority responses within each stations area. The circled area is where the fire department cannot currently meet the national response time standard set forth in NFPA 1710. This would be a reasonable area to build fire station 3.

Predictable Results

As the City of Pullman continues to annex land and expand its boundaries, it draws in more people wanting to live in an area with city amenities, but with a country feel. Washington State University enrollment also continues to increase each year. As our City continues to grow, so will the demand on our emergency services.

New construction continues to be a factor, both on and off campus, increasing revenues the city can collect. However, with the ever increasing training requirements, increased demand for service, maintaining the highest standard for safety equipment and personal protective clothing, replacing

apparatus as they age out of the applicable standards, increasing staffing, as well as adding and replacing fire stations will continue to have an impact on the City's general fund.

As the City of Pullman continues to increase its footprint, there will inevitably be areas of the City the fire department will not be able to service according to national standards and best practices of the fire service. These areas are already becoming prevalent on areas of the WSU campus, and as the city pushes east it will become even more of an issue. The level of risk the City chooses to take on will be set by the citizens, through their elected officials representing them on the City Council, according to the funding ultimately available to the fire department. The fire department will continue to engage and educate the public to ensure they understand what level of service is available with the financial resources provided.

Plan of Action

As you can see, there are already areas of the City the fire department cannot get to within the two-hundred forty (240) second standard. The fire department will continue to identify efficiencies, and evaluate deployment models to meet the standard. Ultimately, as the City footprint increases, a third fire station will need to be built in order to provide the required coverage to all areas of the City. Obviously, this type of project is a major financial undertaking and will be brought to the City Council through the City's planning and budgeting processes for their input and approval.

We have also identified that our turnout times need to be decreased to meet the national standard. The department has installed computer aided dispatch screens in both stations to better alert crews to incoming calls. These CAD screens were installed in September 2018, and we are already seeing substantial decreases in our turnout times. We are also working with our dispatch center to possibly move to unit-based dispatch to improve response efficiency.

The Pullman Fire Department is currently working through the accreditation process through the Center for Public Safety Excellence. The accreditation process will walk the department through a thorough self-assessment, the creation of short term and long term strategic plans, and a standard of response cover all culminating in a team of assessors coming in and evaluating what the department says it can do. While this is a long and tedious process, it will give the fire department the information and tools needed to set the department up for continued success in the future.

As the fire department moves forward, department management will ensure that all stakeholders are engaged in the planning and implementation processes. Only through a shared vision and cooperation, can the City take our plans and put them into action to better serve the residents of Pullman and increase the safety of our city.